

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: M.L. Denham et al. Attorney Docket No.: 121122
Application No.: 10/668,043 Art Unit: 3629 / Confirmation No: 7296
Filed: September 22, 2003 Examiner: M.L. Brooks
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER SERVICE
UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

AMENDMENT AFTER NON-FINAL REJECTION

Seattle, Washington 98101

September 22, 2008

TO THE COMMISSIONER FOR PATENTS:

INTRODUCTORY COMMENTS

Please amend the above-identified application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of the claims, which begins on page 3 of this paper.

Remarks/Arguments begin on page 12 of this paper.

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